

*Verizon - Massachusetts*

**Phase 3-E Order  
Performance Measurement Definitions**

**December 2003**

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# Pre-Ordering (PO)

Function:		
PO-1 Response Time OSS Ordering Interface		
Definition:		
<p><b>ENVIEW</b> - a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction. EnView emulates the transactions of a Verizon service representative using the OSS; and emulates a CLEC representative generating OSS transactions through the Request Manager interface. By replicating the keystrokes of a representative, EnView measures transaction time from the point the “enter” key is hit until a response is received back on the display screen.</p> <p><b>Response times</b> – the time, in seconds, that elapses from issuance of a query request from EnView to receipt of a response by the EnView robots. For CLECs this performance is measured through the Request Manager access platform. For VZ this performance is measured directly to and from the Operations Support System. (OSS)</p> <p><b>Average Response times</b> – the sum of all the response times for the successful transactions divided by the number of successful transactions in the report period.</p> <p><b>Report period</b> – Monday through Friday from 08:00 to 17:59 excluding the following major holidays; New Years Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day.</p>		
Methodology:		
Simulation of Service Representatives’ (both VZ and CLEC) requests using EnView System. EnView is a system designed to monitor system operations by generating transactions. EnView replicates transactions of a Verizon service representative using the OSS and of a CLEC representative accessing the OSS through the Request Manager interface. By replicating the keystrokes of a representative, EnView is able to measure transaction time from the point the “enter” key is hit until a response is received back on the display screen. A statistically valid sample size of ten Transactions per hour per transaction type, for each interface is taken from Monday - Friday 8 AM to 5 PM.		
Exclusions:		
<p>?? Normal exclusions include Saturday, Sunday, and major holidays, as well as hours outside of the normal report period.</p> <p>NOTE: <i>If response time aberrations occur due to failures of the EnView robot itself or the network between EnView and Request Manager or between EnView and the VZ OSS, VZ will note such failure times and report the data without exclusion in a footnote on the report.</i></p>		
Report Dimensions		
Company:		
?? VZ Retail		
?? CLEC Aggregate		
Sub-Metrics – PO-1 Average Response Time Ordering Interface		
PO-1-01 Average Response Time – Customer Service Record		
Calculation	Numerator	Denominator
	Sum of all response times for response times for CSR.	Number of CSR transactions simulated
PO-1-07-MA Average Response Time – Other Pre Order Activity		
Calculation	Numerator	Denominator
	Sum of all response times for response times for Due Date Availability, Address Validation, Product and Service Availability, Telephone Number Availability & Reservation and Loop Qualification.	Number of Due Date Availability, Address Validation, Product and Service Availability, Telephone Number Availability & Reservation and Loop Qualification, transactions simulated.

Function:
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PO-2 OSS Interface Availability		
Definition:		
<p>“OSS Interface availability” measures the hours during which the Carrier Interface is actually available as a percentage of scheduled availability. The Interface is available twenty-four hours a day, seven days a week. Verizon service representatives and CLEC service representatives obtain pre-ordering information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface. A single interface handles pre-ordering, ordering and maintenance transactions.</p> <p>?? Prime Time: 6AM to 11:59PM EST – Monday through Saturday</p> <p>?? Non-Prime: 12AM to 5:59AM EST – Monday through Saturday, All Day Sunday and Holidays</p>		
Methodology:		
EnView System is used to monitor Interface Availability.		
Exclusions:		
If EnView Failure, system downtime monitored via troubles reported by CLECs.		
Report Dimensions		
?? CLEC Aggregate		
Sub-Metrics		
PO-2-01 OSS Interface Availability – Total		
Calculation	Numerator	Denominator
	Number of Hours OSS Interface is not available during month	Number of Days in Month x 24 hours per day

## Ordering (OR)

Function:	
OR-1 Order Confirmation Timeliness	
Definition:	
<p><u>Resale &amp; UNE:</u></p> <p><i>Order Confirmation Response Time:</i> The amount of elapsed time (in hours and minutes) between receipt of a valid order request and distribution of a service order confirmation. Orders that are rejected will have the clock re-started upon receipt of a valid order. Partial migrations for less than 10 lines – with accounts that include more than 10 lines that must be rearranged, will be treated as 10 lines or greater.</p> <p><i>Average Confirmation Response Time:</i> The mean of all confirmation response times associated with a product group.</p> <p><i>Percent of Orders Confirmed On Time:</i> The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.</p> <p><u>Trunks:</u></p> <p>The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.</p>	
Exclusions:	
<p><u>Resale &amp; UNE:</u></p> <p>?? Rejected Orders – Orders failing “Basic front-end edits” <sup>1</sup> are not placed on Completed PON Master File.</p> <p>?? Disconnect Orders – ACTIVITY-CD of ORDERING-MASTER-REC = ‘D’</p> <p>?? VZ Test Orders <sup>2</sup></p> <p>?? Requests and associated supplements that have not been CRIS completed.</p> <p>?? Resent Confirmations – Confirmations issued against a unique PON (PON + Version Number + CLEC Id) subsequent to the first confirmation.</p> <p>?? Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow through requests.</p> <p><u>Trunks:</u></p> <p>?? Excludes all projects, trunk quantities greater than 192 and reciprocal trunks from VZ to the CLEC, and N orders for new CLEC entrants to VZ</p>	
Report Dimensions	
?? CLEC Aggregate	
?? CLEC Specific	

<sup>1</sup> Basic front-end edits – see Glossary.

<sup>2</sup> BA-Test Orders – see Glossary.

Performance Details:		
Resale:	UNE:	Interconnection Trunks:
<b>Electronically Submitted Orders:</b> <b>POTS:</b> ?? Flow-Through Orders: 2 Hours ?? Orders with < 10 Lines: 24 Hours ?? Orders with ? 10 Lines: 72 Hours <b>Special Services:</b> ?? Orders with < 10 Lines: 48 Hours ?? Orders with ? 10 Lines: 72 Hours	<b>Electronically Submitted Orders:</b> <b>POTS:</b> ?? Flow-Through Orders: 2 Hours ?? Orders with < 10 Lines: 24 Hours ?? Orders with ? 10 Lines: 72 Hours <b>Special Services:</b> ?? Orders with < 10 Lines: 48 Hours ?? Orders with ? 10 Lines: 72 Hours	<b>Electronically Submitted Orders:</b> Firm Order Confirmation: ?? ? 192 Trunks: 10 Business Days ?? > 192 Trunks: Negotiated Process <b>Design Layout Record</b> ?? ? 192 Trunks: 10 Business Days ?? > 192 Trunks: Negotiated Process
Sub-Metrics – OR-1 Order Confirmation Timeliness		
OR-1-02 % Order Confirmation On Time (LSRC) <sup>3</sup> – Flow Through		
Products	Resale: ?? POTS	UNE: ?? POTS
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-CONFIRM of ORDERING-MASTER-RECORD = ‘Y’	Total number of records for specified product confirmed.
OR-1-04 % Order Confirmation On Time (LSRC) < 10 Lines (Electronic – No Flow Through)		
Products	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-CONFIRM of ORDERING-MASTER-RECORD = ‘Y’	Total number of records for specified product confirmed.
OR-1-06 % Order Confirmation On Time (LSRC) ? 10 Lines (Electronic )		
Products	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-CONFIRM of ORDERING-MASTER-RECORD = ‘Y’	Total number of records for specified product confirmed.
OR-1-12 % On Time FOC		
Products	Trunks: ?? CLEC Trunks	
Calculation	Numerator	Denominator
	Count of orders confirmed within 10 days for orders with less than 192 trunks	Count of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.
OR-1-13 % On Time Design Layout Record (DLR)		
Products	Trunks: ?? CLEC Trunks	
Calculation	Numerator	Denominator
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed

<sup>3</sup> Local Service Request

Function:		
OR-2 Reject Timeliness		
Definition:		
<p><u>Reject Response Time:</u> The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a service order reject.</p> <p><u>Average Reject Response Time:</u> The mean of all reject response times associated with a product group.</p> <p><u>Percent of Orders Rejected On Time:</u> The percentage of orders rejected within the agreed upon timeframes as specified in the Performance Standards.</p>		
Exclusions:		
<p>?? Rejected Orders – Orders failing basic front end edits are not placed on Completed PON Master File.</p> <p>?? Disconnect Orders – ACTIVITY-CD of ORDERING-MASTER-REC = 'D'</p> <p>?? VZ Test Orders</p> <p>?? Requests and associated supplements that have not been CRIS completed.</p> <p>?? Resent Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id) subsequent to the first reject.</p> <p>?? Weekend and Holiday Hours (Other than Flow-through) – Weekend Hours are from 5:00pm Friday to 8:00am Monday. Holiday Hours are from 5:00pm of the business day preceding the holiday to 8:00am of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow through requests.</p>		
Performance Details:		
Resale:	UNE:	Interconnection Trunks:
<p><b>Electronically Submitted Orders:</b></p> <p><i>POTS:</i></p> <p>?? Flow-Through Orders: 2 Hours</p> <p>?? Orders with &lt; 10 Lines: 24 Hours</p> <p>?? Orders with ? 10 Lines: 72 Hours</p> <p><i>Special Services:</i></p> <p>?? Orders with &lt; 10 Lines: 48 Hours</p> <p>?? Orders with ? 10 Lines: 72 Hours</p>	<p><b>Electronically Submitted Orders:</b></p> <p><i>POTS:</i></p> <p>?? Flow-Through Orders: 2 Hours</p> <p>?? Orders with &lt; 10 Lines: 24 Hours</p> <p>?? Orders with ? 10 Lines: 72 Hours</p> <p>??</p> <p><i>Special Services:</i></p> <p>?? Orders with &lt; 10 Lines: 48 Hours</p> <p>?? Orders with ? 10 Lines: 72 Hours</p>	<p><b>Electronically Submitted Orders:</b></p> <p>Firm Order Confirmation:</p> <p>?? ? 192 Trunks: 10 Business Days</p> <p>?? &gt; 192 Trunks: Negotiated Process</p>
Report Dimensions		
?? CLEC Aggregate		
?? CLEC Specific		



Sub-Metrics – OR-2 Reject Timeliness		
OR-2-02 % Order Rejection On Time (LSR)– Flow Through		
Products	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-REJECT of ORDERING-MASTER-RECORD = 'Y'	Total number of records rejected for specified product.
OR-2-04 % Order Rejection On Time (LSR) < 10 Lines (Electronic – No Flow Through)		
Products	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-REJECT of ORDERING-MASTER-RECORD = 'Y'	Total number of records rejected for specified product.
OR-2-06 % Order Rejection On Time (LSR) ? 10 Lines (Electronic)		
Products	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials
Calculation	Numerator	
	Number of records for product with ON-TIME-REJECT of ORDERING-MASTER-RECORD = 'Y'	Total number of records rejected for specified product.

<b>Function:</b>		
<b>OR-4 Timeliness of Completion Notification</b>		
<b>Definition:</b>		
<b>Resale &amp; UNE:</b> <u>Completion Notification Response Time:</u> The elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification. Completion notifications for Resale and UNE orders received via EIF, EDI or WEB/GUI are delivered mechanically via the same interface. For UNEs where no switching is involved in all Former Bell Atlantic states, the measure is taken from the actual turnover of Loop to verbal acceptance by the CLEC representative. This handshake is documented via serial numbers provided by CLEC. <u>Average Completion Notification Response Time For Resale and UNE :</u> The mean of all completion notification response times associated with a product group. <u>Percent On Time:</u> The percentage of completion notifications sent within the agreed upon timeframes as specified in the Performance Standards		
<b>Exclusions:</b>		
?? Rejected Orders – Orders failing basic front-end edits are not placed on Completed PON Master File. ?? Disconnect Orders – ACTIVITY-CD of ORDERING-MASTER-REC = 'D' ?? VZ Test Orders		
<b>Report Dimensions</b>		
?? CLEC Aggregate		
?? CLEC Specific		
<b>Sub-Metrics</b>		
<b>OR-4-02 Notice of Completion On Time</b>		
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of records for product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y'	Number of records for product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'

Provisioning (PR)

Function:				
PR-2 Average Completed Interval				
Definition:				
<p><u>POTS and Specials</u>: The average number of business days between order application date and actual work completion date. The application date is the date that a valid service request is received. All Orders Received after 3 PM are considered received the next business day at 8AM. Orders sent by fax are considered received 24 hours later.</p> <p>Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC within 1 hour of actual completion. Orders for CLECs not available to test within one hour of completion will be marked as missed for Customer reasons (Customer not ready on the due date.) CLECs to provide serial number at turn-up for documentation.</p> <p><u>Trunks</u>: The amount of time in business days between receipt of a clean ASR (received date restarted for each SUPP) and date order is completed and customer is notified. Measures service orders <u>completed</u> between the measured dates. Excludes all customer desired due dates &gt; 18 days, projects, trunk quantities greater than 192 and reciprocal trunks from VZ to the CLEC, and N orders for new CLEC entrants to BA.</p>				
Exclusions:				
<p>?? VZ Test Orders</p> <p>?? Disconnect Orders</p> <p>?? Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code)</p> <p>?? Verizon Administrative orders <sup>4</sup></p> <p>?? Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error)</p> <p>?? Additional Segments on orders (parts of a whole order are included in the whole)</p> <p>?? Orders that are not complete. (Orders are included in the month that they are complete)</p> <p>?? Suspend for non-payment and associated restore orders.</p> <p>?? Orders completed late due to any end user or CLEC caused delay</p>				
Report Dimensions				
?? VZ Retail				
?? VZ Top 100				
?? CLEC Aggregate				
?? CLEC Specific				
Sub-Metrics – PR-2 Average Interval Completed				
PR-2-01 Average Interval Completed – Total No Dispatch				
Products	Retail: ?? POTS	Resale: ?? POTS	UNE: ?? POTS	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Sum of completed intervals for Orders without an outside dispatch in Product Groups		Count of orders for Orders without an outside dispatch in Product Groups	

<sup>4</sup> VZ Administrative Orders – See Glossary

PR-2-03 Average Interval Completed (1-5 Lines) – Dispatch					
Products	Retail: ?? POTS	Resale: ?? POTS	UNE: ?? POTS	Top 100: ?? POTS	
Calculation	Numerator		Denominator		
	Sum of completed intervals for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups		Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups		
PR-2-06 Average Interval Completed – DS0					
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials		
Calculation	Numerator		Denominator		
	Sum of completed intervals for Special Services DS0 Orders		Count of orders for Special Services DS0 Orders		
PR-2-07 Average Interval Completed – DS1					
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials		
Calculation	Numerator		Denominator		
	Sum of completed intervals for Special Services DS1 Orders		Count of orders for Special Services DS1 Orders		
PR-2-08 Average Interval Completed – DS3					
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials		
Calculation	Numerator		Denominator		
	Sum of completed intervals for Special Services DS3 Orders		Count of orders for Special Services DS3 Orders		
PR-2-09 Average Interval Completed – Total					
Products	Retail: ?? Specials	Resale: ?? Specials	UNE: ?? Specials	Trunks: ?? IXC FG D Trunks ?? CLEC Trunks	Top 100: ?? Specials
Calculation	Numerator		Denominator		
	Sum of completed intervals for orders within product groups		Count of orders for orders within product groups		
PR-2-12-Ma Average Interval Completed – Other Specials					
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials		
Calculation	Numerator		Denominator		
	Sum of completed intervals for Special Services orders other than DS0, DS1 and DS3.		Count of orders for Special Services orders other than DS0, DS1 and DS3.		

Function:				
PR-3 Completed within Interval				
Definition:				
The percent of orders completed in one, two, three, four, five or six business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.				
Exclusions:				
?? VZ Test Orders				
?? Disconnect Orders				
?? Orders where customers request a due date that is beyond the standard available appointment interval. (X Appointment Code)				
?? Verizon Administrative orders <sup>5</sup>				
?? Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error)				
?? Additional Segments on orders (parts of a whole order are included in the whole)				
?? Orders that are not complete. (Orders are included in the month that they are complete)				
?? Suspend for non-payment and associated restore orders.				
?? Orders completed late due to any end user or CLEC caused delay				
?? Coordinated cut-over Unbundled Network Elements such as loops or number portability orders				
Report Dimensions				
Company:				
?? VZ Retail				
?? VZ Top 100				
?? CLEC Aggregate				
?? CLEC Specific				
Sub-Metrics				
PR-3-14 % Completed in 1 Business Day No Dispatch				
Products	Retail:	Resale:	UNE:	Top 100:
	?? POTS	?? POTS	?? POTS	?? POTS
	?? POTS-Res	?? POTS-Res	?? Specials	?? POTS-Res
	?? POTS-Bus	?? POTS-Bus		?? POTS-Bus
	?? Specials	?? Specials		?? Specials
Calculation	Numerator		Denominator	
	Count of No Dispatch orders where order is completed in 1 or fewer days		Count of No Dispatch	
PR-3-15 % Completed in 2 Business Days No Dispatch				
Products	Retail:	Resale:	UNE:	Top 100:
	?? POTS	?? POTS	?? POTS	?? POTS
	?? Specials	?? Specials	?? Specials	?? Specials
Calculation	Numerator		Denominator	
	Count of No Dispatch orders where order is completed in 2 or fewer days		Count of No Dispatch orders	

<sup>5</sup> VZ Administrative Orders – See Glossary

PR-3-16 % Completed in 3 Business Days -No Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of No Dispatch orders where order is completed in 3 or fewer days		Count of No Dispatch orders	
PR-3-17 % Completed in 1 Business Day - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of Dispatch orders where order is completed in 1 or fewer days		Count of Dispatch orders.	
PR-3-18 % Completed in 2 Days -Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of Dispatch orders where order is completed in 2 or fewer days		Count of Dispatch orders	
PR-3-19 % Completed in 3 Business Days -Dispatch				
Products	Retail: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials	Resale: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials
Calculation	Numerator		Denominator	
	Count of Dispatch orders where order is completed in 3 or fewer days		Count of Dispatch orders	
PR-3-20 % Completed in 4 Business Days -Total				
Products	Retail: ?? POTS	Resale: ?? POTS	UNE: ?? POTS ?? Specials	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Count of orders with order is completed in 4 or fewer days		Count of orders	
PR-3-21 % Completed in 5 Business Days -Total				
Products	Retail: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials	Resale: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? POTS-Res ?? POTS-Bus ?? Specials
Calculation	Numerator		Denominator	
	Count of orders where order is completed in 5 or fewer days		Count of orders	

PR-3-22 % Completed in 6 Business Days - Total				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of orders where order is completed in 6 or fewer days		Count of orders	
PR-3-23 % Completed in 4 Business Days - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator	
	Count of Dispatched orders where order is completed in 4 or fewer days		Count of Dispatched orders	
PR-3-24 % Completed in 4 Business Days - No Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator	
	Count of No Dispatch orders where order is completed in 4 or fewer days		Count of No Dispatch orders	
PR-3-25 % Completed in 5 Business Days - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of Dispatched orders where order is completed in 5 or fewer days		Count of Dispatched orders	
PR-3-26 % Completed in 5 Business Days - No Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of No Dispatch orders where order is completed in 5 or fewer days		Count of No Dispatch orders	

Function:					
PR-4 Missed Appointments					
Definition:					
The Percent of Orders completed after the commitment date. Trunks: Includes reciprocal trunks from VZ to CLEC.					
Exclusions:					
?? VZ Test Orders ?? Disconnect Orders ?? Verizon Administrative orders <sup>6</sup> ?? Additional Segments on orders (parts of a whole order are included in the whole) ?? Orders that are not complete. (Orders are included in the month that they are complete) ?? Suspend for non-payment and associated restore orders.					
Report Dimensions					
?? VZ Retail ?? CLEC Aggregate ?? CLEC Specific					
Sub-Metrics					
PR-4-01 % Missed Appointment – Verizon – Total					
Description	The Percent of Orders completed after the commitment date due to Verizon reasons.				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Count of Orders where the Order was delayed for Company Reasons (CISR_MAC like 'C*') for product group			Count of Orders Completed for product group.	
PR-4-03 % Missed Appointment – Customer					
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay.				
Products	Retail: ?? POTS ?? Specials ??	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Count of Orders where the Order was delayed for Customer Reasons (CISR_MAC ='SA','SR','SO','SL') for product group			Count of Orders Completed for product group.	

<sup>6</sup> VZ Administrative Orders – See Glossary



PR-4-04 % Missed Appointment – Verizon – Dispatch				
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of Dispatched Orders where the Order was delayed for Company Reasons (CISR_MAC like 'C*') for product group		Count of Dispatched Orders Completed for product group.	
PR-4-05 % Missed Appointment – Verizon – No Dispatch				
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of No Dispatch Orders where the Order was delayed for Company Reasons (CISR_MAC like 'C*') for product group		Count of No Dispatch Orders Completed for product group.	
PR-4-09 % Missed Appointment – Verizon – Complex				
Description	The Percent of Complex Orders (orders with 2-5 lines) completed after the commitment date, due to Verizon reasons.			
Products	Retail: ?? POTS		Resale: ?? POTS	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Count of Complex Orders where the Order was delayed for Company Reasons (CISR_MAC like 'C*') for product group		Count of Complex Orders Completed for product group.	

<b>Function:</b>					
<b>PR-6 Installation Quality</b>					
<b>Definition:</b>					
The percent of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 and 30 days of order completion. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office).					
<b>Exclusions:</b>					
?? Excludes Subsequent reports (additional customer calls while the trouble is pending)					
?? Customer Provided Equipment (CPE) troubles					
?? Troubles reported but not found (Found OK and Test OK).					
?? Troubles closed due to customer action.					
?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble					
<b>Report Dimensions</b>					
?? VZ Retail					
?? CLEC Aggregate					
?? CLEC Specific					
<b>Sub-Metrics</b>					
<b>PR-6-01 % Installation Troubles reported within 30 Days</b>					
Description	The percent of lines/circuits/trunks ordered where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator		
	Count of code 03, 04 and 05 disposition code troubles with installation activity within 30 days of trouble report		Total Lines worked within 30 days		
<b>PR-6-04 % Installation Troubles reported within 7 Days</b>					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Description	The percent of lines/circuits/trunks ordered where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05(Central Office).				
Calculation	Numerator		Denominator		
	Count of code 03, 04 and 05 disposition code troubles with installation activity within 7 days of trouble report		Total Lines worked within 7 days		

Maintenance and Repair (MR) <sup>7</sup>

Function:					
MR-2 Trouble Report Rate					
Definition:					
<p><u>Report Rate</u>: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the network, per 100 lines/circuits/trunks in service. “Loop” equals Drop Wire plus Outside Plant Loop. Network Trouble means a trouble with a disposition code of 3 (drop-wire), 4 (outside plant loop), or 5 (central office).</p> <p><u>Subsequent Reports</u>: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information.</p>					
Exclusions:					
<p>?? Report rate excludes Subsequent reports (additional customer calls while the trouble is pending)</p> <p>?? Troubles reported on VZ official (administrative lines)</p> <p>?? Customer Provided Equipment (CPE) troubles</p> <p>?? Troubles reported but not found (Found OK and Test OK).</p> <p>?? Troubles closed due to customer action.</p> <p>?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</p>					
Report Dimensions					
<p>?? VZ Retail</p> <p>?? CLEC Aggregate</p> <p>?? CLEC Specific</p>					
Sub-Metrics					
MR-2-01 Network Trouble Report Rate					
Products	Retail:	Resale:	UNE:	Trunks:	Top 100:
	?? POTS	?? POTS	?? POTS	?? IXC FGD	?? POTS
	?? Specials	?? Specials	?? Specials	Trunks	?? Specials
				?? CLEC	
				Trunks	
Calculation	Numerator		Denominator		
POTS:	Count of All Reports Based On Initial CAT (Category)<3 (Customer Direct or Customer Relay), with found troubles – Disposition code = 03, 04, and 05		Count of Lines in service		
Specials:	Count of troubles with Trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .		Count circuits where center (MCTR) is not blank, not an official service (ctkid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.		
Trunks:	Count of troubles with trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO"		Count of all Message Trunks that are currently working...i.e. provisioning work is complete.		

<sup>7</sup> Note: Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in the appendix at the rear of this document.

MR-2-02 Network Trouble Report Rate – Loop					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Count of All Reports Based On Initial CAT (Category)<3 (Customer Direct or Customer Relay), for Disposition Code of 03 and 04		Count of Lines in service		
MR-2-06 Network Trouble Report Rate – Central Office					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ??	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Count of All Reports Based On Initial CAT (Category)<3 (Customer Direct or Customer Relay), for Disposition Code of 05.		Count of Lines in service		
MR-2-04 % Subsequent Reports					
Description	<u>Subsequent Reports</u> : Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? IXC FGD Trunks ?? CLEC Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)			Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-01)	

Function:				
MR-3 Missed Repair Appointments				
Definition:				
The Percent of reported Network Troubles not repaired and cleared by the date and time committed. Appointment intervals vary with force availability in the POTS environment. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Loop is defined as disposition Codes 3 plus 4 and are always dispatched.				
Exclusions:				
?? Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval ?? Excludes Subsequent reports (additional customer calls while the trouble is pending) ?? Customer Provided Equipment (CPE) troubles ?? Troubles reported but not found (Found OK and Test OK). ?? Troubles closed due to customer action. ?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble				
Report Dimensions				
?? VZ Retail ?? CLEC Aggregate ?? CLEC Specific				
Sub-Metrics				
MR-3-01 % Missed Repair Appointment – Loop				
Products	Retail: ?? POTS		UNE: ?? POTS	
Calculation	Numerator		Denominator	
	Count of missed appointments for (M=X) for disposition codes 0300-0499		Count of Loop Troubles (disposition codes 03 and 04)	
MR-3-02 % Missed Repair Appointment – Central Office				
Products	Retail: ?? POTS		UNE: ?? POTS	
Calculation	Numerator		Denominator	
	Count of missed appointments (M=X) for disposition code 05		Count of Central Office Troubles (disposition code 05)	
MR-3-03-Ma % Missed Repair Appointment – Total				
Products	Retail: ?? POTS	Resale: ?? POTS	UNE: ?? POTS	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Count of missed appointments (M=X) for disposition code 05 and disposition codes 0300-0499		Count of Central Office Troubles (disposition code 05) and Loop Troubles (disposition codes 03 and 04)	

Function:					
MR-4 Trouble Duration Intervals					
Definition:					
<p><u>Mean Time to Repair:</u> (MTTR) For Network Trouble reports, the average duration time from trouble receipt to trouble clearance. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). For <u>POTS</u>-type services this is measured on a “running clock” basis. Run clock includes weekends and holidays.</p> <p>For <u>Special Services</u>-type services and interconnection trunks, this is measured on a “stop clock” basis (i.e., the clock is stopped when CLEC testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access).</p> <p><u>Out of Service Intervals:</u> The percent of <u>Network Troubles</u> that indicate an out of service condition which was repaired and cleared more than “y” hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into BA’s designated trouble reporting interface either directly by the CLEC or by a VZ representative upon notification. Includes weekends and holidays. Includes disposition codes 3 (Drop Wire), 4 (Cable) and 5(Central Office). Note: “y” equals hours out of service (2, 3, 4, 8, 12, 16 or 24 hours). For Special Services: OOS is defined upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO").</p>					
Exclusions:					
<p>?? Excludes Subsequent reports (additional customer calls while the trouble is pending)</p> <p>?? Customer Provided Equipment (CPE) troubles</p> <p>?? Troubles reported but not found (Found OK and Test OK).</p> <p>?? Troubles closed due to customer action.</p> <p>?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</p>					
Report Dimensions					
<p>?? VZ Retail</p> <p>?? CLEC Aggregate</p> <p>?? CLEC Specific</p>					
Sub-Metrics					
MR-4-01 Mean Time To Repair – Total					
Products	<i>Retail:</i> ?? POTS ?? Specials ??	<i>Resale:</i> ?? POTS ?? Specials	<i>UNE:</i> ?? POTS ?? Specials	<i>Trunks:</i> ?? CLEC Trunks ?? IXC FGD Trunks	<i>Top 100:</i> ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Sum of Duration Times from Receipt To Clear Time for disposition codes 03, 04 and 05 (Specials – excludes stop time)			Count of found troubles – disposition codes 03, 04 and 05.	

MR-4-02 Mean Time To Repair – Loop Trouble					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Sum of duration time from Receipt To Clear Time for troubles with disposition code 03 and 04		Count of Total found troubles – disposition codes 03 and 04		
MR-4-03 Mean Time To Repair – Central Office Trouble					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Sum of Duration times from Receipt To Clear time for troubles with disposition code 05		Count of Total found troubles – disposition codes 05		
MR-4-04 % Cleared (all troubles) within 24 Hours					
Products	Retail: ?? POTS ?? Specials ??	Resale: ?? POTS ?? Specials	UNE: ?? POTS ??	Top 100: ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Count of troubles, where the trouble duration is less than or equal to 24 hours		Count of found troubles – disposition codes 03, 04 and 05.		
MR-4-05 % Out of Service < 2 Hours (Blocking)					
Products	Trunks: ?? IXC FGD Trunks CLEC Trunks				
Calculation	Numerator		Denominator		
	Count of Trunk troubles out of service and blocking, where the trouble duration is less than 2 hours		Count of Total out of service trunk troubles with blocking.(Loop & CO)		
MR-4-06 % Out of Service > 4 Hours					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks (<4hours): ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator		
	Count of troubles out of service, where the trouble duration is greater than 4 hours		Total Out of service troubles (Loop & CO)		

MR-4-07 % Out of Service > 12 Hours					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks (<12hours): ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Count of troubles out of service, where the trouble duration is greater than 12 hours			Total Out of service troubles (Loop & CO)	
MR-4-08 % Out of Service > 24 Hours					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? CLEC Trunks ?? IXC FGD Trunks	Top 100 (>24 hours): ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Count of troubles out of service, where the trouble duration is greater than 24 hours			Total out of service troubles (Loop & CO)	
MR-4-09-Ma % Out of Service <= 2 Hours - No Dispatch					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials	
Calculation	Numerator			Denominator	
	Count of troubles out of service cleared without dispatch, where the trouble duration is less than or equal to 2 hours			Total out of service troubles service cleared without dispatch.	
MR-4-10-Ma % Out of Service <= 3 Hours - No Dispatch					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS	
Calculation	Numerator			Denominator	
	Count of troubles out of service cleared without dispatch, where the trouble duration is less than or equal to 3 hours			Total out of service troubles service cleared without dispatch.	
MR-4-11-Ma % Out of Service <= 4 Hours - No Dispatch					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS	
Calculation	Numerator			Denominator	
	Count of troubles out of service cleared without dispatch, where the trouble duration is less than or equal to 4 hours			Total out of service troubles service cleared without dispatch.	



MR-4-12-Ma % Out of Service <= 4 Hours - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Count of troubles out of service cleared with dispatch, where the trouble duration is less than or equal to 4 hours		Total out of service troubles service cleared with dispatch.	
MR-4-13-Ma % Out of Service <= 8 Hours - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS ?? Specials
Calculation	Numerator		Denominator	
	Count of troubles out of service cleared with dispatch, where the trouble duration is less than or equal to 8 hours		Total out of service troubles service cleared with dispatch.	
MR-4-14-Ma % Out of Service <= 16 Hours - Dispatch				
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Top 100: ?? POTS
Calculation	Numerator		Denominator	
	Count of troubles out of service cleared with dispatch, where the trouble duration is less than or equal to 16 hours		Total out of service troubles service cleared with dispatch.	
MR-4-15-Ma Mean Time To Repair – DS0				
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials	
Calculation	Numerator		Denominator	
	Sum of Duration Times from Receipt To Clear Time on DS0 circuits for disposition codes 03, 04 and 05 (Specials – excludes stop time)		Count of found troubles – disposition codes 03, 04 and 05 - on DS0 circuits.	
MR-4-16-Ma Mean Time To Repair – DS1				
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials	
Calculation	Numerator		Denominator	
	Sum of Duration Times from Receipt To Clear Time on DS1 circuits for disposition codes 03, 04 and 05 (Specials – excludes stop time)		Count of found troubles – disposition codes 03, 04 and 05 - on DS1 circuits.	

MR-4-17-Ma Mean Time To Repair – DS3			
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials
Calculation	Numerator		Denominator
	Sum of Duration Times from Receipt To Clear Time on DS3 circuits for disposition codes 03, 04 and 05 (Specials – excludes stop time)	Count of found troubles – disposition codes 03, 04 and 05 - on DS3 circuits.	
MR-4-18-Ma Mean Time To Repair – Other Specials			
Products	Retail: ?? Specials	Resale: ?? Specials	Top 100: ?? Specials
Calculation	Numerator		Denominator
	Sum of Duration Times from Receipt To Clear Time on Specials circuits other than DS0,DS1 & DS3 for disposition codes 03, 04 and 05 (Specials – excludes stop time)	Count of found troubles – disposition codes 03, 04 and 05 - on Specials circuits other than DS0, DS1 & DS3.	

<b>Function:</b>					
<b>MR-5 Maintenance Quality</b>					
<b>Definition:</b>					
The percent of troubles cleared that have an additional trouble within 30 days for which a network trouble (Disposition Codes 3, 4, or 5) is found. A repeat trouble report is defined as a trouble on the same line/circuit/trunk as a previous trouble report within the last 30 calendar days.					
<b>Exclusions:</b>					
A report is not scored a repeat where the original reports are: ?? Troubles that had an originating disposition code of CPE (customer premise equipment – disposition codes 12 and 13) ?? Troubles that had an originating disposition code of Customer Action (disposition code 6) ?? Troubles that are originally closed as Front End Close-Outs (FDIS 0741(RE<15)/0747/0706(CP=291) ?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble Excluded from the “repeat” reports are: ?? Subsequent reports (additional customer calls while the trouble is pending) ?? Customer Provided Equipment (CPE) troubles ?? Troubles reported but not found upon dispatch (Found OK and Test OK). ?? Troubles closed due to customer action. ?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble					
<b>Report Dimensions</b>					
?? VZ Retail ?? CLEC Aggregate ?? CLEC Specific					
<b>Sub-Metrics</b>					
<b>MR-5-01% Repeat Reports within 30 Days</b>					
Products	Retail: ?? POTS ?? Specials	Resale: ?? POTS ?? Specials	UNE: ?? POTS ?? Specials	Trunks: ?? CLEC Trunks ?? IXC FGD Trunks	Top 100: ?? POTS ?? Specials
Calculation	Numerator			Denominator	
	Disposition codes 03/04/05, That Repeated From Disposition codes 03/04/05/07/08/09/10/11,			Total Found troubles (Disposition 03, 04 and 05)	

Function:					
MR-6 Other Maintenance					
Definition:					
<p><i>% CPE Troubles</i> The percent of trouble reports found to be caused by Customer Provided Equipment (disposition codes 12 and 13).</p> <p><i>% No Access</i> The percent of trouble reports closed administratively because of no access to customer premises.</p> <p><i>% No Trouble Found</i> Percent of troubles reported but not found upon dispatch or testing (Found OK and Test OK; disposition codes 7,8 &amp; 9).</p>					
Exclusions:					
<p>?? Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble</p> <p>?? MR- 6-03 excludes subsequent reports (additional customer calls while the trouble is pending) and repeat trouble reports.</p>					
Report Dimensions					
<p>?? VZ Retail</p> <p>?? CLEC Aggregate</p> <p>?? CLEC Specific</p>					
Sub-Metrics					
MR-6-01-Ma % CPE Troubles					
Products	<i>Retail:</i> ?? POTS ?? Specials	<i>Resale:</i> ?? POTS ?? Specials	<i>UNE:</i> ?? POTS ?? Specials	<i>Top 100:</i> ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	Trouble reports found to be caused by Customer Provided Equipment (disposition codes 12 and 13).		Total trouble reports.		
MR-6-02-Ma % No Access					
Products	<i>Retail:</i> ?? POTS ?? Specials	<i>Resale:</i> ?? POTS ?? Specials	<i>UNE:</i> ?? POTS ?? Specials	<i>Top 100:</i> ?? POTS ?? Specials	
Calculation	Numerator		Denominator		
	No Access trouble reports.		Total trouble reports.		
MR-6-03-Ma % No Trouble Found					
Products	<i>Retail:</i> ?? POTS ?? Specials	<i>Resale:</i> ?? POTS ?? Specials	<i>UNE:</i> ?? POTS ?? Specials	<i>Trunks:</i> ?? CLEC Trunks ?? IXC FGD Trunks	<i>Top 100:</i> ?? POTS ?? Specials
Calculation	Numerator		Denominator		
	Troubles reported but not found upon dispatch (Disposition codes 7,8 and 9).		Total trouble reports.		

## Glossary

Application Date	The date that a valid order is received.
ASR	Access Service Request
VZ Administrative Orders	Orders completed by VZ for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for VZ official lines and LIDT (Left in Dial Tone). [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
BASIC EDITS	Front-end edits performed by REQUEST MANAGER prior to order submission. Basic Edits performed against REQUEST MANAGER provided source data include: State Code must equal NY, CT, MA, ME, NH, VT, RI; CLEC Id can not be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'; Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record.
Common Final Trunk Blockage:	Common final trunks carry traffic between VZ end offices and the VZ access tandem, including local traffic to VZ customers as well as CLEC customers. (In rare circumstances, it is possible to have a common final trunk group between two end offices.) The percentage of VZ common final trunk groups carrying local traffic, exceeding the applicable blocking design standard (either B.01 or B.005) will be reported. All CLEC trunks are engineered at the B.005 level. In all but the Washington Metropolitan area, local common trunks are engineered at the B.005 level. In the Washington Metropolitan area, common trunks are engineered at the B.01 level.
Common Trunks:	<p>(A) <u>High Usage Trunks</u> carry two-way local traffic between two VZ end offices. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon – NY geographies.</p> <p>(B) <u>Final Trunks</u>: (All Former Bell Atlantic except NY LATA) Final Trunks carry two-way local and long distance IXC traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(C) <u>Final Trunks - Local</u> (NY LATA 132) Final Trunks carry local two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p> <p>(D) <u>Final Trunks – IXC</u> (NY LATA 132 and Washington Metropolitan Calling Area) Final Trunks carry long distance IXC two-way traffic between an end office and an access tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour.</p>
Company Initiated Orders	Provisioning orders processed for administrative purposes and not at customer request.
Company Services	Official Verizon Lines

Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a VZ end user to a CLEC completed with manual coordination by VZ and CLEC technicians to minimize disruptions for the end user customer. Also known as a “hot cut”. These all have fixed minimum intervals.
CPE	Customer Premises Equipment
Dedicated Final Trunks Blockage:	A dedicated final trunk group does not overflow. Dedicated final trunk groups carry local traffic from a VZ Access Tandem to a CLEC switch. All dedicated final trunk groups to the CLECs are engineered at a design-blocking threshold of B.005.
Dedicated Trunks	<p>(E) <u>High Usage Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Verizon Tandem Office <b>or</b> carry two-way local traffic between a Verizon end office and a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. These trunks are ordered by the CLEC.</p> <p>(F) <u>Final Trunks – CLEC Interconnection</u>: carry one-way traffic from a CLEC end office to a Verizon Tandem Office <b>or</b> carry two-way traffic between and end office and a tandem switch. CLECs order these trunks from VZ and engineer to their desired blocking design threshold.</p> <p>(G) <u>High Usage Trunks – VZ to CLEC Interconnection</u>: carry one-way local traffic from a Verizon end office to a CLEC end office. High Usage Common Trunks are designed so that traffic will overflow to final trunk groups. Local trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>(H) <u>Final Trunks – VZ to CLEC Interconnection</u>: carry one-way traffic from a VZ end office or a tandem switch. Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. VZ orders these trunks from CLECs.</p> <p>(I) <u>High Usage Trunks – IXC Feature Group D</u>: carry two-way traffic between a Verizon end office and an IXC POP. High Usage Trunks are designed so that traffic will overflow to final trunk groups. IXC trunks are designed such that no more than 0.5% (B.005 standard) of traffic will overflow during the busy hour in all Verizon geographies. IXCs order these trunks from BA.</p> <p>(J) <u>Final Trunks – IXC Feature Group D</u>: carry two-way traffic between and end office and a tandem switch. Common Final Trunks are designed so that no more than 0.5% (B.005 standard) of traffic will block during the busy hour in all Verizon geographies. IXCs order these trunks from BA.</p>

Dispatched Orders:	An order requiring the dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size. In all areas, for orders greater than or equal to 10 lines, a facility check is required and the interval negotiated. In many, but not all areas, a facility records check (in Engineering) is also performed for orders with between 6 to 9 lines.
Dispatched Troubles:	Loop or Drop Wire Troubles reports found to be in drop wire or outside plant. Disposition codes 3 or 4.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
DUF	Daily Usage Feed:
FOC	Firm Order Confirmation
Front End Close-Out	A trouble report closed with the customer on the line usually within 10 minutes of taking trouble. These include cancellations by the customer or CLEC. Disposition Codes: 0741(RE<10), 0747, 0706(CP=291).
LIDT	<u>Left in Dial tone Orders</u> . These are orders used after a customer has moved out of a residence dwelling and the line disconnected for billing – to leave in reserve Office Equipment (OE) assigned to the cable pair in the central office. Once another customer moves back into the location a second order is written to remove the LIDT status to enable the customer order to process. These are not customer requested orders.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
Mechanized Flow-Through:	Orders received electronically through the ordering interface (REQUEST MANAGER) and requiring no manual intervention to be entered into the SOP.
Missed Appointment Codes	Verizon Missed Appointment Codes: CB = Business Office, CC = Common Cause, CE = Equipment, CF = Facility, CL = Load (lack of work forces), CS = Switching/programming Customer Missed Appointment Codes: SA = Customer Access, SR = Customer Not Ready, SO = Customer Other, SL = Customer requested later due date.
Network Troubles	Troubles with a disposition code of 3 (drop), 4 (loop), or 5 (central office). Excludes Subsequent reports (additional customer calls while the trouble is pending), Customer Premises Equipment (CPE) troubles, troubles reported but not found on dispatch (Found OK and Test OK), and troubles closed due to customer action.
Non-Mechanized:	Orders that require some manual processing. Includes orders received electronically that are not processed directly into the legacy provisioning systems, and are manually entered by a VZ representative into the VZ Service Order Processor (SOP) system. For orders not received electronically (such as faxed or courier orders), 24 hours are added to all intervals.
No-Dispatch Troubles:	Troubles reports found to be in central office, including frame wiring and translation troubles. Disposition codes 05.
Orders with ? 10 lines:	In some geographic areas, a facility check is completed on orders greater than 5 lines. In all geographic areas, orders with 10 or greater lines require a facility check prior to order confirmation and due date commitment.
OSS	Operations Support Systems
POTS Services	<u>Plain Old Telephone Services</u> include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex, Basic ISDN and PBX trunks.

Reject	An order is rejected when there are omissions or errors on required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders.
Run Clock	A measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble was reported.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1]
SOP	Service Order Processor
Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, VZ is awaiting carrier acceptance, or VZ is denied access.
Suspend/Restore Orders	Orders completed by VZ to suspend for non-payment or restore for payment subject to NY PSC Collections guidelines. [SNPRES_IND.IS NOT NULL]
Test Orders	Orders processed for “fictional” CLECs for VZ to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Total - No Dispatch	All orders that require NO dispatch outside of a Verizon Central Office. This includes orders that require switch translation and/or central office dispatch for wiring work. Line size is not broken out.



## Product Definitions

<b>For Retail &amp; Resale:</b>	
Retail	Major Customer Name/Number entered on Provisioning order first 4 characters does not contain the values "RSID" which indicates resold or "AECN" which indicates unbundled.
Resale	Major Customer Name/Number entered on Provisioning order-first 4 characters does contain the value "RSID" the 6th through 10th indicate reseller id. RSID except test and training RSID orders <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = ' 1'
UNE	Major Customer Name/Number entered on provisioning order- first 4 characters contains the values "AECN" which indicates unbundled. Characters 6 through 10 indicate the Telecommunications carrier id. <u>Ordering:</u> ORDER-TYPE of ORDERING-MASTER-REC = '2' or '3'
POTS	<u>Ordering:</u> ?? Service order classification of ordering master rec = 0 <u>Provisioning:</u> ?? Pots Orders are defined as not having a circuit layout (CL_FID IS NULL) or are not for ISDN service (SCM_2 IS NULL) <u>Maintenance:</u> ?? Class Service = 04/05/06/07/08/09/10/13/19/20/21
ISDN	<u>Provisioning:</u> ?? ISDN Basic Rate: Secondary Service Code Modifier (SCM_2) is not blank ?? ISDN Primary: Service Code Modifier (SCM) begins with "IB"
Special Services	<u>Special Services</u> ("Specials") are services that require engineering design intervention. These include such services as: high capacity services (DS1 or DS3), Primary rate ISDN, digital services and private lines or foreign served services (a line physically in one exchange, served by another through a circuit). <u>Ordering:</u> ?? Service order classification of ordering master rec = 1 <u>Provisioning:</u> ?? CL_FID is not NULL <u>Maintenance:</u> ?? Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing.
<b>For Trunks:</b>	For Maintenance: Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.



# Appendix A: Specials and Trunk Maintenance Code Descriptions

## Trunk Maintenance:

Included are all Message Trunk troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for (Special Access) circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 'M' as defined by Bellcore standard, report category (rpt\_cat) is "CR" indicating a Customer Reported trouble, trouble code (trbl\_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics.

Measure Trunks:	criteria
total lines	Count of all Message Trunks that are currently working...I.e. provisioning work is complete.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office part of the Verizon Network - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) ....the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network
% repeats	Total repeated troubles divided by total troubles...then multiply by 100

Trunks:

trouble code	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.
out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. <b>For designed circuits the flag is always set to y</b>

Specials Services Maintenance:

Included are all special service troubles reported by the customer that were caused by a problem within the Verizon network. This does not include troubles for special access circuits under the Access tariff.

Criteria for inclusion is Circuit format (cfmt) is 's','t','2','3' as defined by Bellcore standard, report category (rpt\_cat) is "CR" indicating a Customer Reported trouble, circuit format does not indicate (fourth character of circuit id for a length of 2) "TK","IB","DI","DO" because these are considered POTS, 7th character of circuit id does not indicate official Verizon line as defined by Bellcore standard practice, trouble code (trbl\_cd) is either "FAC" or "CO" indicating the trouble was found in the Facility-cable (from Central Office to customers location) or in the Central Office (the trouble was found within the Verizon central office), Maintenance center (MCTR) is not training or blank which excludes troubles entered for employee training purposes, Subsequent calls on the same trouble are not included in these metrics, Troubles are excluded where circuit id (ctkid character 4 for a length of 2) indicates access tariff filing. table will be provided.

Measure Special Services:	Criteria
total lines	count circuits where center (MCTR) is not blank, not an official service (ctkid 8,1) is not z (lines are in a different data base than specials and the circuit id field has a different layout),and only count 1 end of a point to point circuit (CKLEND='z') z indicates customer location.
total network troubles	trouble close out code indicates the trouble was found in the facility or central office piece of the special services circuit - trbl_cd is "FAC" or "CO" .
Network trouble report rate	total network troubles divided by total working lines then multiply by 100
total troubles loop	trouble close out code indicates the trouble was found in the facility portion of the Verizon Network - (trbl_cd is "FAC")
network trouble report rate- loop	total troubles loop divided by total lines multiply by 100
total troubles "CO"	trouble close out code inicates the trouble was found in the central office portion of the Verizon Network - (trbl_cd is "CO").
network trouble report rate - co	total troubles central office divided by total lines then multiply by 100
mean time to repair	average (mean) of all duration times for receipt of the trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) ....the actual_dur field does not contain any time where the Verizon technician could not gain access to the customer location.

Special Services:

mean time to repair loop	average (mean) of all duration times for receipt of the loop trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ....avg(actual_dur) and trbl_cd is "FAC"....the actual_dur field does not contain any time where the Verizon technician could not gain access to customer location
mean time to repair co	average (mean) of all duration times from receipt of the CO trouble within the Verizon Operating Support System to the time the circuit was restored to service to the customer ...avg(actual_dur) and trbl_cd is "CO"...the actual_dur field does not contain any time where the Verizon Technician could not gain access to the customer location or the customer was verifying the status of the circuit.
out of service	This is used as the divisor for all of the out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated that a trouble was found within the Verizon network (trbl_cd is "FAC" or "CO")
out of service loop	This is used as the divisor for all of the loop out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicated a trouble was found within the LOOP piece of the Verizon network (trbl_cd is "FAC").
out of service co	This is used as the divisor for all of the CO out of service metrics.....upon initial contact with the customer it is determined that the circuit is completely out of service and not just intermittent problem (osi = 'y') and that the trouble completion code indicates that a trouble was found within the CO piece of the Verizon network (trbl_cd is "CO")
out of service over 24	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility or Central office network (trbl_cd is "FAC" or "CO").
% out of service over 24	total troubles out of service more than 24 hours divided by total troubles that were out of service to the customer then multiply by 100
out of service over 24- loop	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Facility network (trbl_cd is "FAC").
% out of service over 24 loop	total troubles out of service more than 24 hours loop divided by total troubles that were out of service - loop to the customer then multiply by 100
out of service over 24- CO	The trouble report entry indicated that the circuit was out of service (osi is 'y') to the customer and that the trouble was reported more than 24hours before it was resolved (actual_dur is > 1440 minutes or 24 hrs) and that the trouble close out code indicates that a trouble was found within the Verizon Central Office network (trbl_cd is "CO").
% out of service over 24 CO	total troubles out of service more than 24 hours CO divided by total troubles that were out of service - CO to the customer then multiply by 100
repeats	total troubles entered - where a previous trouble report on the same circuit occurred within the previous 30 days. Trouble is scored as a "repeat". Count of all repeats (rpr_flag is 'y') where trouble close out code indicates trouble was found within the Verizon Network
% repeats	Total repeated troubles divided by total troubles...then multiply by 100
<b>trouble code</b>	the code that identifies the type of trouble found
Repeat	The flag indicates that this trouble report was received within 30 days of the restoral date of the last trouble reported on the circuit.

out of service indicator	The flag is set to 'y' if the circuit was out of service when the report was taken, or was scored as out of service during the life of the trouble. <b>For designed circuits the flag is always set to y</b>
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Example of Actual coding for Out of Service Specials:

stop oos le 3 (5)	actual_dur is le 003:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le3(5)	stop oos le 3(5) / total oos 5 * 100
stop oos le 4(5)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is co
% stop oos le 4(5)	stop oos le 4(5) / total oos 5 * 100
stop oos le 4 (3,4)	actual_dur is le 004:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le4(3,4)	stop oos le 4(3,4) / total oos 3/4 * 100
stop oos le 16(3,4)	actual_dur is le 016:00 (hrs/min) and osi is y and trbl_cd is fac
% stop oos le 16(3,4)	stop oos le 16(3,4) / total oos 3/4 * 100

## Appendix B: Provisioning Codes

### SORD Code Tables: (Service Order Database Codes)

#### ORDER TYPE:

Defines what type of service is requested

N	New Service
T	The "To" portion when a customer moves From one address To another address
C	Change request to existing service (add or remove features/services)

#### Appointment Type Code (ATC):

This code identifies how the appointment date was derived

W	The customer accepted the company's offered due date
X	The customer requested a due date that was greater than the company's offered Due date
S	The customer requested a due date that was earlier than the companies offered due date
C	The customer requested a special due to coordinate a hot cut.
R	A due date could not be applied due to company or customer reasons.

#### Missed Appointment Code (MAC):

When the original scheduled due date is missed a code is applied to the order to identify the reason for the miss

#### **Customer Missed Appointment:**

SA	Access could not be obtained the customers premises( customer not at home)
SR	Customer was not ready to receive the new service
SO	Any other customer caused reason for the delay (unsafe working conditions at the customer site)
SL	Customer requested a later appointment date prior to the due date
SP	Customer requested an earlier appointment date prior to the due date

#### **Company (BA) Missed Appointment:**

CA	The cable pair from the VZ central office to the customer premises could not be Assigned by the due date
CB	The VZ business office taking the request caused the delay (misplaced the order)
CC	A Common Cause that effect a large area caused the delay (Hurricanes/work stoppages)
CF	The assigned cable facility was bad
CL	Not enough VZ technicians to complete the work on a given day
CO	Any other caused by the Company not listed here (Technicians truck broke down)
CS	The VZ Central office work was not complete (line not programmed)

#### SWO:

A code applied when the order is completed to identify the service grouping

NR	Residence service
NL	Small business (2 lines or less)
NV	Large business (3 lines or more)
NF & NC	Internal VZ service
NS	Special services
NP	VZ Coin services
NI	Private Public Pay Phone (not BA)



**SELLER TYPE**

A code used to identify orders for Wholesale/Resale/UNE

1	VZ Retail
R	Resale
A or C	UNE
P	COIN

**CL FID:**

Circuit Layout identifies the type of circuit

\* any code in this field identifies the service as a special service

**Service Code Modifier (SCM):**

Identifies the service grouping of a special service circuit .

<i>ITEM</i>	<i>SERVICE ORDER</i>	<i>SORD FILED</i>	<i>VALUE</i>
Dispatch	OCB in STAT section	OCB_COC	= 'O'
No Dispatch	N0 OCB in STAT section	OCB_COC	<> 'O'
Offered Interval	Elapsed business days between the application date and due date in Header Section	APPINTV	INTERGER
Completion Interval	Elapsed business days between the application date and completion date in header section	CMPINTV	INTERGER
Status complete		STATUS	= '55B'
Company services	SWO = is NF or NC in STAT section	SWO_CODE	<> 'NC', 'NF'
Seller	RSID or AECN in ID CCAR section	SELLER_NAME	
ATC	Appointment type code after due date in header section	ATC	W' OR 'X'
Service Code Modifier	Position 3-4 of circuit ID in S&E section	SCM	SEE DS TABLE
Customer Missed Appointment	Follows "SD/" after due date in Header Section	CISR_MAC Company	COMPANY BEGINS WITH 'C'. CUSTOMER = SA, SR,SO, SL

**SERVICE CODE MODIFIER (SCM) TABLE FOR DS LEVEL REPORTING**

SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level	SCM - FIRST 2 Characters	Report Level
AB	DS0	QY	DS0	ED	DS3
CC	DS0	RC	DS0	EH	DS3
DA	DS0	ST	DS0	EJ	DS3
DC	DS0	US	DS0	EK	DS3
DM	DS0	WB	DS0	FI	DS3
DP	DS0	WC	DS0	GW	DS3
DQ	DS0	WD	DS0	HD	DS3
DR	DS0	WE	DS0	HE	DS3
DS	DS0	WF	DS0	HF	DS3
DW	DS0	XA	DS0	HG	DS3
DX	DS0	XB	DS0	HH	DS3
DY	DS0	XC	DS0	HI	DS3
DZ	DS0	XD	DS0	HT	DS3
FE	DS0	XE	DS0	HZ	DS3
FF	DS0	XF	DS0	JI	DS3
GA	DS0	XG	DS0	JJ	DS3
GB	DS0	XH	DS0	JK	DS3
GC	DS0	XI	DS0	LI	DS3
GD	DS0	XJ	DS0	LM	DS3
GE	DS0	XR	DS0	LO	DS3
GF	DS0	YG	DS0	LW	DS3
GG	DS0	YN	DS0	LX	DS3
GH	DS0			LY	DS3
GI	DS0			MB	DS3
GJ	DS0	AC	DS1	MD	DS3
GK	DS0	AH	DS1	ME	DS3
GL	DS0	AQ	DS1	MF	DS3
GM	DS0	AR	DS1	MG	DS3
GN	DS0	AS	DS1	MH	DS3
GO	DS0	CH	DS1	MI	DS3
GP	DS0	DB	DS1	MJ	DS3
GQ	DS0	DF	DS1	MK	DS3
GR	DS0	DG	DS1	MM	DS3
GS	DS0	DH	DS1	MP	DS3
GT	DS0	FL	DS1	OA	DS3
GU	DS0	HC	DS1	OB	DS3
GV	DS0	HJ	DS1	OD	DS3
GZ	DS0	HK	DS1	OE	DS3
HA	DS0	HL	DS1	OF	DS3
HB	DS0	HN	DS1	OG	DS3
HP	DS0	HU	DS1	QC	DS3
HQ	DS0	HX	DS1	QH	DS3
HR	DS0	IP	DS1	QI	DS3
HS	DS0	JE	DS1	TV	DS3
HW	DS0	QA	DS1	TZ	DS3
HY	DS0	QG	DS1	VR	DS3
IA	DS0	SY	DS1	YH	DS3
IB	DS0	UF	DS1	YI	DS3
ID	DS0	UH	DS1		
PC	DS0	UM	DS1		
QB	DS0	VS	DS1		
QD	DS0	VW	DS1		
QE	DS0	VX	DS1		
QJ	DS0	VY	DS1		
QK	DS0	YB	DS1		
QL	DS0				
QR	DS0				
QS	DS0				

## Appendix C: Pre-Ordering EnView Additional Details

### ENVIEW PROCESS – NOTES:

The EnView process' resulting response times are reported for each of the Verizon North Regions (NY and New England). EnView executes transactions through customized scripts. The customized scripts were created for each application based on the replications of actual transactions that were executed by a Verizon service representative using the OSS, and of a CLEC representative accessing the OSS through a Verizon interface. The EnView robot creates log records that indicate whether the transaction was successful or failed. The robot also records transaction response times.

The EnView robot sends transactions to the same interface that CLECs utilize to gain access to Verizon's OSS. There is no difference between the processing of the EnView transactions, and those submitted by the CLECs through the interface. Corresponding transactions are sent directly by EnView to the OSS as well.

Data from the EnView robot log files is processed daily for each of the Pre-Order transactions (Customer Service Record, Due Date Availability, Address Validation, Product & Service Availability, Telephone Number Availability & Reservation, Facility Availability (ADSL Loop Qualification), and Reject Query.

Timeouts are set at 60 seconds, and are an indication that a response was not received by the EnView robot prior to the 60 second time-out threshold. Timeouts are removed from the queue, and therefore are not included in the response time calculations, instead they are captured in the PO-1-08 % Timeout metric.

**Log file** – the daily files produced by each of the robots that include the records for all of the requests issued during the report period and the resulting dispositions and response times.

Currently the log files are stored on the robots for nine days; however, they are automatically FTP'd (File Transfer Protocol) daily to multiple locations including the EnView server for storage and the BigFile server located in the Verizon data center in Burlington, Massachusetts.

**NMP Application** – The Network Metrics Platform (NMP) application uses an Oracle database to produce average response time results. All preorder data used for average response time calculations is read into the Oracle database.

The following transactions and response time differences are measured and reported for Pre-Order response times:

EDI/CORBA/Web GUI Due Date Availability (DDA)  
Live Wire Due Date Availability  
Difference

EDI/CORBA/Web GUI Customer Address Validation (ADV)  
Live Wire Customer Address Validation  
Difference

EDI/CORBA/Web GUI Reserve TN (TNS)  
Live Wire Reserve TN  
Difference

EDI/CORBA/Web GUI Product & Service Availability (PSA)  
Live Wire Product & Service Availability  
Difference

EDI/CORBA/Web GUI Customer Service Record (CSR)  
BOSS Customer Service Record (CSR)  
Difference

EDI/CORBA/Web GUI Facility Availability (ADSL Loop Qualification)  
OSS Facility Availability (ADSL Loop Qualification)  
Difference

EDI/CORBA/Web GUI Rejected Query  
OSS Rejected Query  
Difference

EDI/CORBA Parsed CSR  
Difference

In order to make a like for like comparison between Request Manager and the OSS an adjustment is made to the response times prior to calculating the Request Manager and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types. Transaction count weighting factors are not included in the averaging process.

The resulting averages and the differences between the corresponding retail and wholesale average response times are reported and distributed daily.

NAKs, SEMs, and Timeouts are not included in these calculations. They are removed from the queue and reported separately in the text files. ACKs, by themselves, are also not included in the calculations but the acknowledgement process is part of the overall process for a successful transaction.

Daily average response times as received in the EnView text files are reported "as is" in the Excel workbook with the exception of Telephone Number Select for OSS. It is not possible to do a Telephone Number Select transaction in REQUEST MANAGER without including an Address Validation. However, in the OSS these transactions are separate and manual effort is required to update the service rep's screen in between actions.

In order to make a like for like comparison between REQUEST MANAGER and the OSS an adjustment is made to the response times prior to calculating the REQUEST MANAGER and OSS response time differences. The daily average response time for the PREMIS Address Validation transaction is combined with the response time for the PREMIS Telephone Number Select transaction. An additional second is added to account for VZ service rep time in entering data to the REQ-TNS PREMIS screen and hitting the enter key.

Monthly average response times and differences are calculated and reported at the close of each month. The monthly average is calculated for each transaction type by averaging all of the daily average response times. Monthly results include response times for each of the PreOrder transaction types and a Non-CSR Combined average response time for the non-CSR transactions. This is calculated by averaging each of the monthly averages for the non-CSR transactions. Transaction count weighting factors are not included in the averaging process.